

INDU REKHA

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SUMMARY

Result-driven professional with over 6 years of experience in accounts and banking operations, I have a proven track record in managing financial transactions, customer service, and cross-selling banking products. Skilled in CRM tools, Excel, and financial reporting, I am seeking new opportunities in the accounts and banking profession to leverage my expertise in optimizing financial processes and enhancing customer satisfaction.

KEY SKILLS

- Transaction Management
- Core Banking Expertise
- Financial Reconciliation
- Invoice & Billing Processing
- Sales & Product Promotion
- Petty Cash Management
- Customer Problem-Solving
- Financial Reporting & Analysis
- Deadline-Oriented Workflow
- Cross-Functional Collaboration
- Regulatory Compliance
- Client Relationship Management

TECHNICAL SKILLS

- **Office Tools :** Microsoft Word, Excel
- **Banking Software :** CRM Tools, Sidhi Axis App, Finacle

WORK EXPERIENCE

Assistant Manager - Teller

December 2023 – May 2024

Axis Bank, India

- Processed account transactions, including deposits, withdrawals, and loan payments.
- Maintained customer interaction records in the bank’s CRM system and Siddhi Axis App.
- Provided account services such as cheque clearing and balance inquiries.
- Cross-sold banking products and services to meet customer needs and promote offerings.
- Addressed customer inquiries and ensured timely resolutions to maintain satisfaction.
- Generated leads and referrals for new customer acquisition and sales of bank products.
- Contacted existing customers to encourage additional deposits and upselling opportunities.
- Directed customers to appropriate representatives for specialized services.
- Actively promoted product promotions and special offers to customers.
- Ensured compliance with banking policies and procedures during transactions.
- Delivered accurate solutions to customer complaints to enhance retention.

Accounts and Office Administration

February 2018 – December 2023

Associate Trading, India

- Managed financial obligations, including payments to suppliers, vendors, and customers.
- Processed and reconciled bank deposits and financial transactions.
- Prepared, issued, and securely stored invoices for accurate record-keeping.
- Followed up with clients to ensure timely payments and managed overdue accounts.
- Monitored accounts payable and receivable to maintain financial accuracy.
- Handled correspondence and phone calls, ensuring timely responses.
- Supported budgeting processes and assisted in creating financial reports.
- Maintained organized filing systems for financial documents and communications.
- Ensured compliance with accounting standards and company policies.

EDUCATION

Master of Business Administration (MBA) Department of Management Studies (Kannur University) Kerala, India	2015 – 2017
Bachelor of Business Management (BBM) Morazha Arts and Science College (Kannur University) Kerala, India	2012 – 2015

INTERNSHIP EXPERIENCE

HR Internship - Performance Appraisal Organizational Study at NxtGen Infinite Data Center Bangalore, India
<ul style="list-style-type: none">Conducted a detailed performance appraisal analysis to enhance employee engagement.Identified gaps in HR practices and suggested actionable improvements.Prepared a comprehensive report to optimize workforce performance.

PROJECTS

Project Title : Study on Quality of Work Life at Forest Industries Travancore Ltd Kochi, Kerala, India
<ul style="list-style-type: none">Assessed factors impacting employee satisfaction and productivity.Recommended strategies to improve work-life balance and job satisfaction.Developed insights to foster a positive workplace environment.

CERTIFICATIONS

SAP Order Fulfillment: Sales and Distribution	January 2017 - September 2017
IRDAI Certificate <ul style="list-style-type: none">Certificate No : SP0069702208Category: CompositeValidity: 31/012024 - 30/01/2027	

ADDITIONAL INFORMATION

- Languages** : English, Malayalam
- Visa Status** : Visiting Visa

DECLARATION

I hereby declare that the above mentioned statement is correct and true to the best of my knowledge and belief.